

BERNARD TELEPHONE & COMMUNICATIONS



110 Jess St, Bernard IA

563-879-3203

www.bernardtelephone.com

Spring Burning Reminder

When burning ditches we ask that you avoid the area of our pedestals to prevent damaging the fiber inside. Fiber pedestals are NOT fireproof. A damaged fiber can result in the loss of communications services for you and your neighbors. We acknowledge damage is usually unintentional and request you notify our office immediately. Similar to a cut fiber line, the damage will be accessed and billed for the repair and/or replacement.



Controlled Burn Non-Emergency Numbers

Please call the Non-Emergency number for either Jackson or Dubuque counties when you're having a controlled burn. Examples of a controlled burn are brush fires and ditch burning.

When you call to let dispatch know you are having a controlled burn, Fire Departments do not dispatch when a passerby reports the fire. This allows the Fire Department to be available for Emergency calls

Jackson County (563) 652-2468

Dubuque County (563) 589-4414



Iowa law states that if you are excavating, including digging, you must call Iowa One Call at least 48 hours in advance to minimize the risk of damaging an underground facilities (electric, gas, communications/television, water and sewer). Saturdays, Sundays and legal holidays do not count toward the required 48-hour notice.

The one-call system provides two easy ways to obtain location and marking of underground facilities.

Call 811 or 1-800-292-8989 OR Online at www.iowaonecall.com

It's Fast

It's Free

It's the Law

Congratulations to Dustin Kofron

He will receive a \$10 credit
on his April bill.

*Winners are randomly drawn and
all customers are eligible.*

*The office will close at
11:30am on Friday,
April 7th to observe
Good Friday.*





110 Jess Street

PO Box 68

Bernard IA 52032

Phone 563-879-3203

Fax 563-879-3809

Bernard@bernardtel.net

www.bernardtelephone.com

24/7 Technical Support

1-888-958-0911

Secure IT Plus Customers

877-373-3320

Do Not Call Registry

888-382-1222

Iowa One Call

811 or 800-292-8989

OFFICE HOURS

Monday—Friday

7:30 AM—4:00 PM

Closed 12:00—12:30 PM

Federal Universal Service Charge (FUSC) Update

Effective April 1st, 2023 the Federal Universal Service Charge (FUSC) contribution factor will be decreased from 32.6% to 29%. The FUSC amount is calculated by multiplying the contribution factor times your interstate service charges. This factor may change quarterly, depending upon the needs of the Federal Universal Service Fund (USF). The USF is a government mandated program that is designed to help make phone service affordable and available to all Americans, including consumers with low income, those living in areas where the costs of providing telephone service is high, and to schools, libraries, and rural health care providers.



**USAC
Lifeline Support**

Access to affordable voice and internet service remains a challenge for many low-income consumers. The federal Lifeline

program helps close the gap for these consumers by offering a monthly discount of up to \$9.25 towards a qualified household's phone or internet service.

Households with income at or below 135% of the federal poverty guidelines are eligible for the Lifeline program. Consumers enrolled in a government assistance program listed below may qualify for Lifeline as well.

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Federal Public Housing
- Veterans Pension or Survivor's Benefit

USAC's Lifeline Support Center is available for questions by emailing LifelineSupport@usac.org or call (800) 234-9473. For more information go to: www.LifelineSupport.org.

The Lifeline Program is one of four programs administered by the Universal Service Administrative Company (USAC), under the policy guidance of the Federal Communications Commission (FCC).